

POLICE RECORDS TRANSCRIPTIONIST

DEFINITION

To provide specialized office support to the Police Department by transcribing various police reports.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Review various police reports, such as crime and incident reports, to determine completeness of information.

Check accuracy of information by comparing to other police documents such as the crime log and narrative.

Resolve incomplete and inaccuracies following established guidelines or by referring them to appropriate staff

Transcribe technical, complex, and confidential police reports, insuring correct formats, grammar and coding.

Review and type handwritten reports; copy and distribute completed reports.

Maintain currency of various codebooks and manuals

Scan and route documents and assist with maintenance of the Police Department's Laserfiche system.

Perform various other office support duties such as filing, answering and referring calls or taking messages, and providing information at the front counter.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related work as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Standard office administrative practices and procedures, including the operation of common office equipment.

Record keeping, report preparation, and filing methods.

Correct English usage, including spelling, grammar, punctuation and vocabulary.

Relevant forms, formats, codes, administrative orders and manual and computerized files.

Ability to:

Operate standard office equipment, typing and transcribing accurately.

Type at a speed of 55 Net Words Per Minute.

Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.

Organize, prioritize and coordinate work activities.

Use initiative and sound independent judgment within established guidelines.

Maintain accurate records and files.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Pass detailed background investigation.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of typing, word processing or transcription experience. Some law enforcement office support experience is desirable.

Training:

Equivalent to the completion of the twelfth grade.

PHYSICAL DEMANDS

On a continuous basis, sit at a desk for long periods of time. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.

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